

ABSTRACT

(Fig. 3)

Contacts received by a contact centre are auctioned to other contact centres to
5 determine an optimum service or cost for each contact. By publishing requests for
bids to a network visible space, multiple contact centres or agents can monitor for
new requests, and if they can service the request, submit bids to take over the
contact at the best price or service level. This enables contacts to be optimally
distributed over a network without maintaining centrally records of currently
10 available resources and current statistics for each contact centre. This also adds
market competition to the distribution of contacts, providing the potential to
increase the overall quality of service and to reduce costs.